

ITGEL NYAMJAV

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EDUCATION

UNIVERSITY OF TORONTO

Toronto, Canada

Honours Bachelor of Science, Major in Economics; Minor in Computer Science & Mathematical Sciences 2020-2025

MONGOL ASPIRATION INTERNATIONAL LABORATORY HIGH SCHOOL

Ulaanbaatar, Mongolia

High school diploma, Cambridge AICE Diploma with Distinction

2016-2020

PROFESSIONAL EXPERIENCE

CENTRE FOR STUDENT ENGAGEMENT, UNIVERSITY OF TORONTO

Mississauga, Canada

Transition Coaching Program Team Leader

2022-2024

- Led a team of 10 individuals to design, plan, and execute a comprehensive program for over 300 students transitioning to university life.
- Managed all aspects of project execution, including organizing weekly workshops and social events, coordinating schedules, and ensuring smooth operations.
- Developed educational resources, including handouts, guides, and online materials to support students in their transition.
- Worked closely with university departments to ensure alignment of student services with program goals and student needs.
- Conducted feedback sessions and assessments to refine the program, optimizing engagement and student satisfaction.

RECREATION, ATHLETICS & WELLNESS CENTRE, UNIVERSITY OF TORONTO

Mississauga, Canada

Facility Attendant

2022-2024

- Managed the inventory of sports and fitness equipment, ensuring that all items were well-maintained and ready for use.
- Supported daily operations of the facility, including managing schedules for sports events, fitness classes, and recreational activities.
- Delivered exceptional customer service by assisting clients, answering inquiries, and providing solutions to problems in a timely manner.

DIVISION OF UNIVERSITY ADVANCEMENT, UNIVERSITY OF TORONTO

Toronto, Canada

Event Support Staff

2022-2023

- Provided on-the-ground support for a wide variety of events, including conferences, alumni gatherings, and fundraising initiatives.
- Assisted with event logistics, including setting up venues, coordinating guest lists, and managing registrations.
- Acted as a point of contact for event attendees, providing high-quality customer service, answering questions, and ensuring a seamless experience.
- Demonstrated strong teamwork and time management skills, collaborating with event organizers to ensure all tasks were completed efficiently and on time.

TOMYO EDTECH

Ulaanbaatar, Mongolia

Programming Intern

2020 Summer

- Designed and developed a fully functional website for TomYo Kids Club, which improved the club's online presence and engagement with customers.
- Integrated a customer database system, streamlining data management and improving the accuracy and efficiency of record-keeping.
- Assisted in coding tasks, including front-end and back-end development, enhancing the site's user interface and user experience.

SKILLS

- **Professional Communication:** Delivered clear and effective communication while interacting with over 300 students and university staff during the Transition Coaching Program.
- **Event Planning & Coordination:** Organized weekly workshops and social events for university transition programs, ensuring seamless execution for over 300 attendees.
- **Detail-Oriented:** Managed schedules and resources for sports facilities and events, ensuring operational accuracy and efficiency.
- **Team Collaboration:** Led a team of 10 in designing and implementing student programs, fostering cooperation and achieving program goals.
- **Analytical & Critical Thinking:** Evaluated student feedback to refine transition programs, improving engagement and satisfaction.
- **Programming Skills:** Proficient in Python, Java, Javascript, C, C++, Haskell, Amazon AWS, SQL
- **Customer Service Excellence:** Provided exceptional client support as a Facility Attendant, resolving inquiries and maintaining customer satisfaction.
- **Project Management:** Coordinated multiple projects, including event logistics and program development, ensuring timely and successful completion.